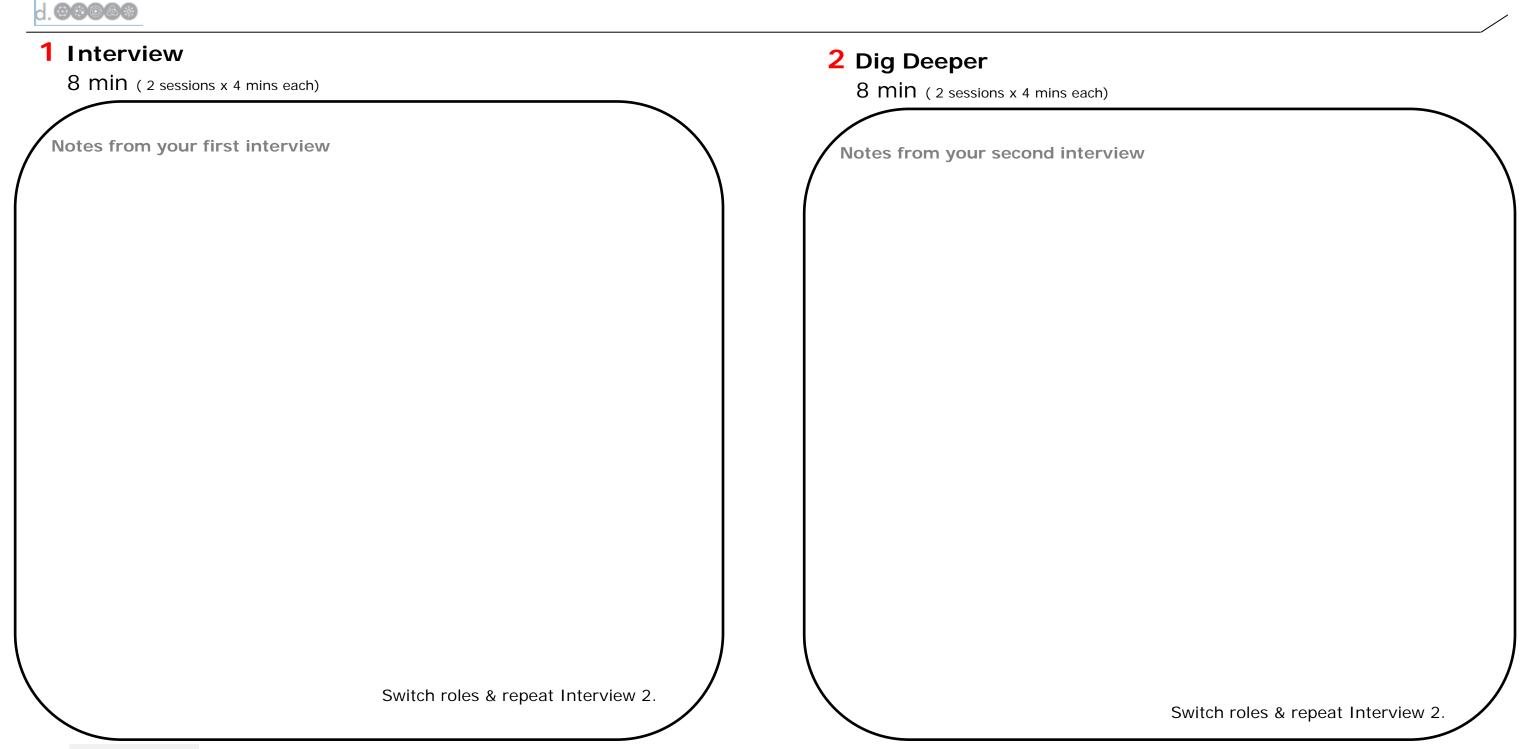
### Redesign one part of your library—for your partner. Start by gaining empathy.





# Reframe the problem.



3 Capture findings 3min

Needs: Things they are trying to do\*

\*use verbs

**Insights:** New learnings about your partner's assessment of patron feelings and worldview to leverage in your design\*

\*make inferences from what you heard

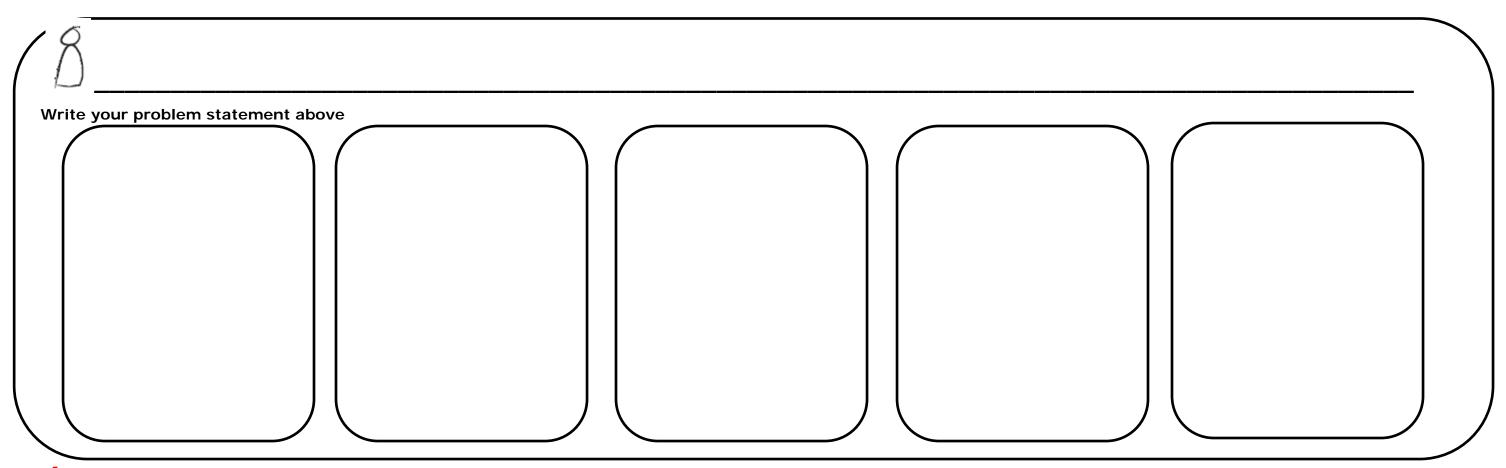
4 Define problem statement 3 min

8		
	Partner name/description	
Needs a way to		
-	User's need	
Surprisingly /	/ because // but	
[circle one]		

## Ideate: generate alternatives to test.



5 Sketch at least 5 radical ways to meet your user's needs. 4min



**6 Share your solutions & capture feedback.** 8min (2 sessions x 4 minutes each)

#### Iterate based on feedback.



7 Reflect & generate a new solution. 3min

Sketch your big idea, note details if necessary!

### Build and test.



**8** Build your solution.

Make something your partner can interact with!

[Not here—use materials!]

9 Share your solution and get feedback.

+ What worked...

What could be improved...

**?**Questions...

Ideas...

10 min

8 min (2 sessions x 4 minutes each)